

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

January 17, 2012



Message from Secretary for the Kansas Department for Aging and Disability Services, Shawn Sullivan...

Thank you for taking time to learn more about KanCare through our latest edition of the *KanCare Advisor*. I'm happy to report the new Medicaid delivery system in Kansas is off to a great start!

I would like to thank all of the KanCare providers throughout the state who have helped us transition into this new program. We are fortunate to have so many wonderful and dedicated people providing services.

We continue to speak with providers and various stakeholders on a regular basis to troubleshoot issues as they arise. Some of our communication comes from meetings, other discussions are happening every morning during our Daily Rapid Response Conference Calls. Hundreds of people are either listening on the lines or actively participating in the question-and-answer portion of the calls. The managed care companies and the State are answering questions for beneficiaries and providers to ensure that specific issues, such as billing and coverage, are addressed as quickly as possible.

Our new KanCare Ombudsman, James Bart, has been of great assistance to those who have contacted him. He's already successfully addressed approximately 50 consumer concerns, with only a few still pending.

The Aging and Disability Resource Center (ADRC) continues to provide critical information to KanCare consumers when it comes to their long-term care decisions. The area ADRCs are ready and willing to help you. You can call 888-200-ADRC (2372).

Finally, I'm happy to report our members receiving Home and Community Based Services are now being matched with care coordinators to receive their initial assessments and obtain the assistance they've come to rely on.

Upcoming Events

Daily Rapid Response Calls—The State continues to host a daily operated-assisted conference call. These calls begin at 9 a.m., Monday through Friday. The daily calls will continue throughout the month of January.

Call 1-877-247-8650 and use ID code 79687456. During the call, we invite consumers, providers and stakeholders to ask questions about their individual concerns that pertain to the transition to KanCare.



Education Tour Details Almost

Finalized—As consumers and providers get familiar with KanCare, they likely have plenty of questions. We're here to answer them! And we're coming to a town near you to do just that.

Another round of KanCare educational meetings are about to take place as four teams of KanCare experts travel the state to clear up any confusion about the new Medicaid delivery system.

The teams will stop in 16 cities across Kansas from Feb. 18 to 21. Two meetings will be held in each city—one from 1 p.m. to 3 p.m., and one from 6 p.m. to 8 p.m.

The tour is a great opportunity to learn about the new program and get your questions answered. Representatives from the State and three MCOs will be on hand to respond to your questions and concerns.

The city stops will be announced soon. Check the KanCare website's **Consumer** section in the coming weeks for details about where we'll be and when.

[www. KanCare.ks.gov](http://www.KanCare.ks.gov)

New Provider Network Access Report Posted

The latest provider network access report published yesterday has information dated Jan. 7. Because of the time required in reporting this data and generating the report and maps, this is just our second Network Access report since MCOs began contracting with providers. Contracts signed after Jan. 7 are not reflected in the published report. The MCOs are required to meet certain Geo-Access Requirements to achieve network adequacy. You'll find this updated information within the Policies & Reports section of the KanCare website.

[Click here](#) to view the updated summary and comparison of physical and behavioral health networks.

[Click here](#) to view a report of HCBS service providers by county. These reports provide a breakdown of the various types of providers, how many are in each network, the average distance to the different providers. For example, Amerigroup has contracted with 1,140 primary care providers (PCPs). Sunflower has 1,804 in-network PCPs. United has in its network 2,684 PCPs. The next report will be posted in a couple weeks.

"Issues Log" Provides Answers During Transition

The State of Kansas has created an issues log to track implementation issues and their resolution. Maintaining this log is not only beneficial to KanCare program staff working the issues, but it's a great document for providers to monitor as they could be working through some of the same actions in their own practices. Find a link to the issues log by [clicking here](#).

The log was started on Dec. 31, 2012, with the first issue dealing with how KanCare consumers would know who their case manager would be. The log identifies the date of the issue, who's affected by the issue, the answer, the estimated date of resolution, the status of the issue and the date the issue was resolved. As of Jan. 16, there were a total of 125 issues addressed. Only a few cases in the log are in a "pending" status. These cases are still being reviewed and will have a "resolved" status soon.

Many of the issues that come up are introduced on the Daily Rapid Response Calls. If you are having trouble with any KanCare matter, be sure to listen in on the call and/or ask a question.

Each managed care organization (MCO) has its own issues log. To visit their issues logs, click the links below for the particular MCO.

Ombudsman Update

KanCare Ombudsman James Bart has had a busy start to his new career. After receiving training on the grievance and appeals process and other important parts of the job, he began taking calls. Some of the issues that he's helped investigate and resolve relate to eligibility, pharmacy claims, membership assignment, ID cards, primary care providers and other matters regarding the provider networks. He's reporting a **91 percent** overall resolution rate. See the breakdown below.



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| Ombudsman Contacts from Jan. 1-14 | 74 |
| Total Calls | 44 30 consumers 14 providers |
| Calls Resolved | 39 resolved, 5 pending |
| Call Resolution Rate | 89% |
| Total Emails | 30 (16 from consumers, 14 from providers) |
| Emails Resolved | 28 resolved, 2 pending |
| Email Resolution Rate | 94% |

To find the MCO Issue Logs, click the links below



Consumers, are you interested in joining a workgroup? Would you like to be a member of a workgroup that helps guide the KanCare program? The workgroup is called the **Consumer and Specialized Issues (CSI)** workgroup. Some of the work group members will be KanCare consumers. Family members of KanCare consumers can also help provide input.

We also have a **Medical Care Advisory Committee (MCAC)**. We would like to have people receiving KanCare or their family members on that committee, too. This committee helps us decide how to run our programs and how to know if they are working well.

We're seeking a variety of people for these groups. Groups will be a limited size. If you're interested in participating in either group, you can fill out a [form](#) on the KanCare website. The completed form is due by Feb. 15. If you have any questions, call Cheryl Coughlin at 785-296-8355.

Workgroup Members Will Be Asked To...

- Look at information for people served by KanCare
- Share ideas to improve KanCare
- Help resolve issues that may come up with KanCare



Q & A of the Day

Q: How do I obtain the new KanCare Family Applications?

A: If a provider would like to have a supply of the KanCare Family Applications, call 800-792-4884.

They're available in English and Spanish.



**Governor's KanCare Advisory Council
March 12 from 2 p.m. to 3:30 p.m.
Curtis State Office Building, Room 530**

KanCare Advisor is published every other week. If you would like to subscribe to this news bulletin, please register with the ListServ group for this publication at <http://listserv.kdheks.gov/>

External Stakeholder Workgroups

There are four external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These work groups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

Next Workgroup Meetings

Providers: Jan. 17, 9 a.m. to Noon, Conference Call, Dial: 866-620-7326, Code: 870027872

Managed Care Organizations: Feb. 11, 11 a.m. — noon, Conference Call, Dial 866-620-7326, Code: 1041258531

Member Involvement and Protections: Feb. 2, 2-4:00 p.m., DCF Learning Center

Specialized Healthcare and Network Issues: Feb. 4, 1:30-3:30 p.m., Landon Bldg - Room 106

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.

